

Site Manager's Guide

For the process of applying for new mains and service connections after mains design and costs have been agreed.

1. Mains Connections

When you the developer require new mains within your site or the next phase of mains to be installed at your site.

Contact Hartlepool Water Developer Services on **01429 858 056** or **01429 858 006** at least 20 working days before you require the installation.

Upon receiving this enquiry we will take your details and preferred installation date, we will then process this information and contact you to confirm our start date.

Please note the above only applies to mains within your site boundary, any mains connection work you require outside your boundary will be subject to the Traffic Management Act (TMA) 2008 and extra planning time may be required.

Notice Types

TMA Rules

Notice Type	Work Duration	Notice Period	Notes
Minor Works	1 – 3 Days Cannot be extended	3 full working days	All works in the Highways
Standard Works	4 – 9 Days	10 full working days	All Works in the Highways
Major Works	10+ Days	3 months prior to start	As above plus all works that require either a road closure, reduction of speed limit switching off of traffic lights or pedestrian crossing

2. Service Connections

When you are ready to proceed with the individual water service connections please complete and return the reply cards previously supplied as follows:

- **Reply Card A** – Return when you are ready for us to install the new connection which will be invoiced upon completion.
- **Reply Card B** – Return when your external underground pipe work is ready for inspection (before backfilling).
- **Reply Card C** – Return when the internal plumbing within the property is ready for inspection. **Note that this inspection must be passed before we will fit your meter and commission the new supply.**
- **Reply Card D** – Return when you are ready for the meter to be fitted and the supply commissioned. **Note that this can be done at the same time as the internal plumbing inspection as long as the inspection is satisfactory.**
- **Reply Card E** – Return when the property is sold to transfer responsibility for water charges to the new occupier.